





THE PULSE

Spring 2010

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+ Spotlight on Healthcare Excellence

SADDLEBACK MEMORIAL NAMED ONE OF THE NATION'S 100 TOP HOSPITALS



Saddleback Memorial Medical Center was named one of the nation's 100 Top Hospitals® by Thomson Reuters, an independent health research organization, making Saddleback Memorial the only hospital in the greater Los Angeles and Orange County to receive this recognition.

The award recognizes hospitals that have achieved excellence in clinical outcomes, patient safety, patient satisfaction, financial performance, and operational efficiency. This is the second time in

three years Saddleback Memorial has been recognized with this honor.

"The hallmark of exceptional care is to provide the best patient and family experience to those we serve" says Steve Geidt, chief executive officer at Saddleback Memorial. "We are honored to receive this recognition and pleased to share it with the physicians, staff, volunteers, donors and governance who are committed to providing our community with quality, compassionate care."

The winners were identified through an in-depth analysis, the Thomson Reuters 100 Top Hospitals®: National Benchmarks study. The study evaluated 2,926 short-term, acute care, non-federal hospitals in 10 areas: mortality, medical complications, patient safety, average length of stay, expenses, profitability, patient satisfaction, adherence to clinical standards of care, and post-discharge mortality and readmission rates for acute myocardial infarction, heart failure, and pneumonia.

The winning hospitals were announced in the March 30 edition of *Modern Healthcare* magazine.

"The 100 Top Hospitals winners raised the bar again this year, delivering a higher level of reliable care and greater value for their communities," said Jean Chenoweth, senior vice president for performance improvement and 100 Top Hospitals programs at Thomson Reuters.

More information on this study and other 100 Top Hospitals research is available at www.100tophospitals.com.

+ Impact Report

According to Thomson Reuters, if all Medicare inpatients received the same level of care as Medicare patients treated in the nation's 100 top hospitals:

- More than 98,000 additional patients would survive each year.
- Nearly 197,000 patient complications would be avoided annually.
- Expenses would decline by \$5.5 billion a year.
- The average patient stay would decrease by nearly half a day.

SADDLEBACK MEMORIAL- SAN CLEMENTE CELEBRATES FIVE YEARS OF SERVICE



Tony Struthers, administrator for Saddleback Memorial-San Clemente

It has been five years since Saddleback Memorial Medical Center-San Clemente became the newest member of the MemorialCare Health System. Since acquiring the former San Clemente Hospital in 2005, MemorialCare has invested millions of dollars in new services, technology upgrades and facility improvements.

New services were added to meet community health care needs including the outpatient laboratory conveniently located in the main

building with its own special entrance for quick and easy access. The hospital also opened an infusion center offering infusion therapies such as chemotherapy, IV antibiotics, blood transfusions and more.

Other services include the MemorialCare Breast Center in Talega. The facility is an extension of the highly regarded MemorialCare Breast Center at Saddleback Memorial-Laguna Hills and provides screening services for breast cancer, using state-of-the-art digital mammography. In addition, a comprehensive Cardiac Rehabilitation Center that provides services for the prevention, diagnosis, treatment and rehabilitation of heart disease opened recently in Talega. In 2009, San Clemente Family Medicine opened in Talega, offering same-day and next-day appointments.

Equipment was updated in almost every department of the hospital, and more than \$4 million was invested in expanding imaging services, including the addition of a nuclear medicine camera and a 64-slice CT scanner – an imaging device that captures three-dimensional images of a patient’s heart in a matter of seconds.

A Picture Archival Communications System (PACS) is also now in place, enabling images such as X-rays and scans to be stored electronically and viewed on computer screens, rather than using conventional, bulky film.

In addition, structural upgrades and improvements including patient room refurbishments, surgical suite upgrades and a new serenity garden have made the hospital a more patient-friendly and welcoming place.

“The success of all these investments can be measured by patient-satisfaction survey results which have steadily improved over the past several years,” says Tony Struthers, administrator, Saddleback Memorial-San Clemente. “Our patients and community have noticed and appreciated the many changes that have taken place over the last five years.”

+ Foundation News

Patients First

Saddleback Memorial Foundation is partnering with the community to replace 138 aging hospital beds at Saddleback Memorial Medical Center. Contributions made during this fundraising project will help provide the most technologically advanced beds in the market today and thus, safer care for patients. The new beds have a built-in alarm system, built-in scales to weigh patients from bed, and the capability of lowering beds as low as 15 inches from the floor, thereby helping to reduce patient falls. Beds and mattresses are wider and designed to improve the ability to detect and manage pressure ulcers. Anyone interested in contributing to the new bed project can contact the Foundation at (949) 452-3724.

In the Spotlight

A series of television commercials featuring Saddleback Memorial Medical Center has been airing throughout various Laguna Woods’ networks such as CNN, FOX, ESPN, and Lifetime for the past year. Produced by the Foundation, the commercials highlight the hospital’s history, technology, stroke receiving center, and emergency cardiac care services.

+ Friend of the Foundation



FRIEND
of the
FOUNDATION

Saddleback Memorial Foundation recently launched a new donor recognition program called Friend of the Foundation. This membership program provides members with special benefits and personal attention by Foundation staff at facilities within Saddleback Memorial Medical Center. Donors who make a yearly cumulative contribution of \$1,000 or more qualify for membership. Be sure to show your Friend of the Foundation card when receiving care at Saddleback Memorial. For more information, please contact the Foundation at (949) 452-3724.



ON A PERSONAL NOTE...

Bebe Shaddock, Chair
Saddleback Memorial Foundation
Board of Directors



So have you heard the news? Saddleback Memorial Medical Center has been recognized as one of the best in the nation. YOUR hospital, in your neighborhood was named one of the nation's top 100 hospitals by Thomson Reuters, an

independent research company. And if that accolade is not enough to convince you of how great Saddleback Memorial is, did you know that it is the only hospital in Los Angeles County and Orange County to be recognized this year? Now that's something to be proud of!

As much as we would like to simply bask in the glory of this award, there is still work to be done to help maintain the excellence in patient care at Saddleback Memorial. The Foundation is currently collaborating with the community to raise funds to replace 138 aging hospital beds. Quite a few donors have begun to step up and pledge their support.

As we reap the benefits of having one of the nation's top hospitals in our backyard, let's consider how we can keep it that way. Join us in our quest to replace the beds, putting *patients first*.

Physicians honored as Guardian Angels in honor of National Doctor's Day*:

- | | |
|--------------------------|--------------------------|
| Margaret S. Audell, MD | Brian Leish, MD |
| Gabriel Carabulea, MD | Chi Whei Lin, MD |
| Lawrence Chang, MD | Alan Lo, MD |
| Howard H. Cheng, MD | Ghasak Mahmood, MD |
| Joel M. Cherlow, MD | Robert K. Masters, MD |
| Shigeru Chino, MD | Barrie S. May, MD |
| Caroline Choan, MD | William L. McCarthy, MD |
| Lawrence W. Cooke, MD | Vivian M. Mendoza, MD |
| Steven Cullen, MD | Nermine Morcos, MD |
| A. Joseph Daigneault, MD | William H. Nelson, MD |
| Hootan Daneshmand, MD | David J. Perkowski, MD |
| William E. Davies, MD | Jerome Pierce, Jr., MD |
| Kenneth B. Deck, MD | Amir Pouradib, MD |
| John DiSaia, MD | Paul Prendiville, MD |
| Barry S. Donner, MD | Poneh Rahimi, MD |
| Robert A. Duensing, MD | Joseph Rahman, MD |
| Jeffrey F. Feiner, MD | Ming H. Robinson, MD |
| Robert Feldman, MD | Peter Rothenberg, MD |
| Raymond C. Fernandez, MD | Ronald Saltzman, MD |
| Michael J. Gault, MD | Louis Scarcella, MD |
| Erik Geiger, MD | Terrence D. Schuhrke, MD |
| Gus G. Gialamas, MD | George Shahinian, MD |
| Ronald Gim, MD | Jason Shen, MD |
| Lynn Granlund, MD | Michael Shen, MD |
| Richard H. Greengold, MD | Mark Shields, MD |
| Mark D. Hauptman, MD | Curtis Siu, MD |
| Brian L. Henry, MD | James Sperber, MD |
| Tommy Hicks, MD | Aaron A. Spitz, MD |
| David Huseby, MD | Jerald R. Stafford, MD |
| Stephen J. Ierardi, MD | Ali Tabatabai, MD |
| Robert Jackson, MD | Cecilia Tran, MD |
| Darshana Kadakia, MD | J. Michael Trenbeath, MD |
| Nick Karahalios, MD | Dzintris Vallis, MD |
| Brian M. Koperek, MD | Theodore VanDam, MD |
| Daniel LaMont, MD | Dorming Wong, MD |
| David C. Law, MD | Maziar Zamani, MD |

Guardian Angel donations can be made to the Foundation in honor of a physician, nurse or other caregiver any time of the year. To make a contribution, contact (949) 452-3724.

*As of April 15, 2010.

Golf Classic Raises \$80,000

Saddleback Memorial Foundation hosted its 2nd annual Golf Classic at the Talega Golf Club in San Clemente on March 18. The tournament raised approximately \$80,000 (net) to benefit cardiovascular services at Saddleback Memorial Medical Center in Laguna Hills and San Clemente.



The winning team: Hugo Folli, vice president of ancillary services for Saddleback Memorial; Bryan Geidt, son of Steve Geidt; Steve Geidt, CEO of Saddleback Memorial; and Bruce Channing, Laguna Hills city manager.

"Funding from the golf tournament enables us to continue to provide the most advanced technology and services to our patients and be recognized nationally for our cardiac procedures and care," said Steve Geidt, chief executive officer of Saddleback Memorial Medical Center. "Last year alone, Saddleback Memorial received awards of distinction from the American Heart Association, Anthem Blue Cross, United Healthcare and the California Hospital Assessment and Reporting Task Force (CHART) for advances in cardiac care."

"We are grateful to our corporate sponsors who stepped up to the plate this year at a time when many companies cut their philanthropic budgets drastically," said Cecilia Belew, president of Saddleback Memorial Foundation. "We are fortunate to have the support of so many people helping us to provide quality healthcare to our community."

+ Planned Giving

Consider the benefits of a charitable gift annuity with Saddleback Memorial Foundation

- **Secure Lifetime Payments**

For the rest of your life, receive a quarterly or monthly payment, part of which is tax-free, that you can count on to be secure, unchanging, and unaffected by market turbulence.

- **Tax Savings**

Receive an income tax deduction and avoid capital gains tax.

- **Charitable Legacy**

Attain personal satisfaction from knowing that you are helping to provide cutting edge healthcare at Saddleback Memorial Medical Center for future generations to come.

Creating a charitable gift annuity involves a simple agreement in which Saddleback Memorial Foundation accepts a gift of cash, securities, or property and agrees to pay a specified, fixed dollar amount to the beneficiary for his or her lifetime.

To learn more about charitable gift annuities and how they can benefit you, please contact the Foundation at (949) 452-3724.

The Perfect Gift

As Mother's Day, Memorial Day and Father's Day approaches, consider making a tribute gift to Saddleback Memorial Foundation in honor or memory of a loved one or friend. Individuals or their families will be notified of the gift made, exclusive of dollar amount. For more information, call the Foundation at (949) 452-3724.

+ The Pulse

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www.memorialcare.org/smf

Saddleback Memorial Foundation raises philanthropic support for Saddleback Memorial Medical Center, a community-based, not-for-profit hospital with medical centers in Laguna Hills and San Clemente.

For more information, or to be added to our mailing list, please call (949) 452-3724. Please write to us if you wish to have your name removed from our list to receive fundraising requests in support of Saddleback Memorial Foundation.

Saddleback Memorial Foundation is a 501 (c) (3) not-for-profit organization. Tax ID Number: 33-0011887.

Audrey Borgens: A Portrait of Giving

Audrey Borgens made her first gift of \$100 to Saddleback Memorial Medical Center – San Clemente in 2007.

"Although I never considered myself a philanthropist," she says, "I had been looking for charities that I could believe in, where my donations would not be wasted."



"If I can't do some good and help others, what point is there in my being here? We all need a purpose in life and being kind and helpful to others is mine."

She chose Saddleback Memorial – San Clemente because the hospital was there for her when she needed emergency surgery in 2006. She credits Chirag Patel, M.D. and Predrag Mitrevski, M.D. with getting her through this emergency without any major complications. It was then that she realized how good the hospital had become since it became a member of the MemorialCare Health System in 2005.

The importance of Saddleback Memorial came to the fore once again when her husband, James, spent his final days at the hospital.

Shortly after making her first gift to the hospital, Audrey learned about an innovative gift called a charitable gift annuity. She established her first gift annuity with Saddleback Memorial Foundation, and eventually added another the following year. In exchange for her charitable contributions, the Foundation pays Audrey a fixed annuity income for her lifetime.

In 2009 Audrey started volunteering at Saddleback Memorial - San Clemente. Upon learning that the hospital was replacing beds in its Intensive Care Unit, she immediately pledged to purchase a bed. Audrey has dedicated the bed in loving memory of James H. Borgens. "He was my hero," Audrey says, "and he would have loved to have done something heroic – like help our patients in their time of need."